

Public Accounts and Estimates Committee

2023-24 Financial and Performance Outcomes

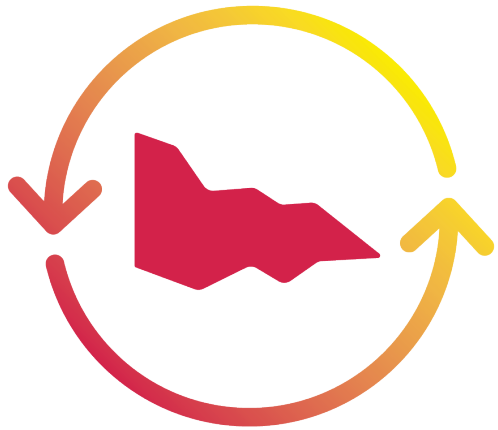
Louise Anderson
Chief Executive Officer

Peter Benns
Chief Finance Officer

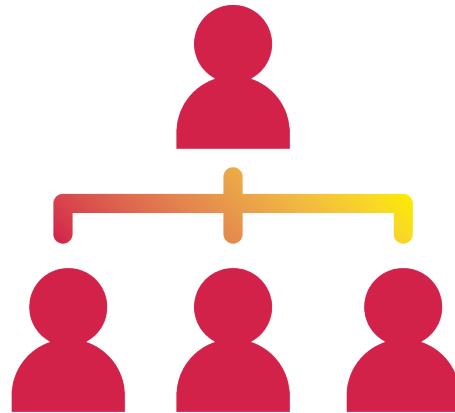
19 November 2024

Court Services Victoria

Supporting the administration of justice in Victoria



Established under the *Court Services Victoria Act* on 1 July 2014



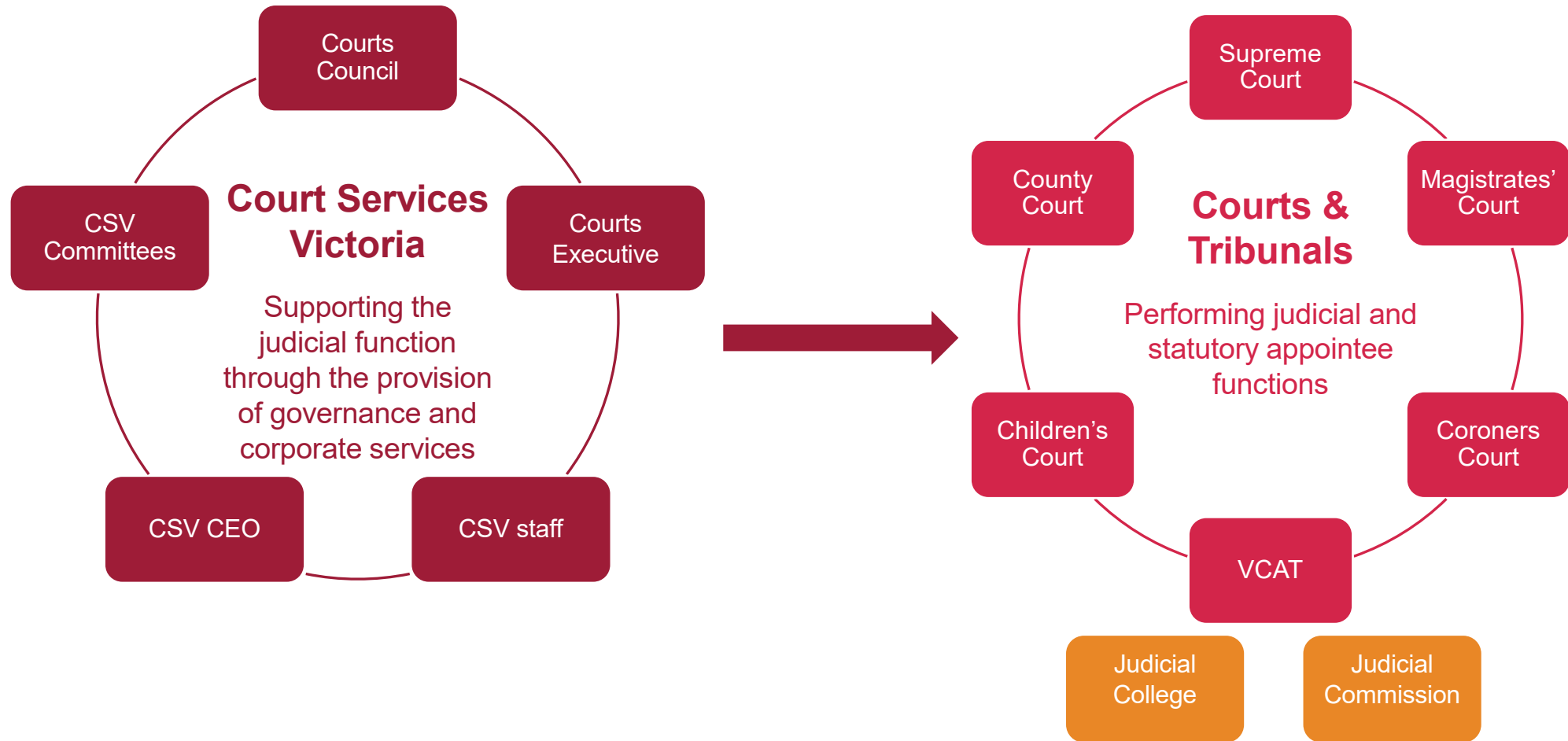
Independent statutory body providing the administrative services and facilities necessary for the Victorian courts and VCAT to operate independently from the executive branch of government



Victorian courts and VCAT have a clear and important responsibility to administer justice fairly, transparently, impartially and with integrity

One Courts Group

All courts and tribunals operating together, supported by Court Services Victoria, to deliver the fair, timely and efficient dispensing of justice



Key operations

CSV staff continue to support the delivery of court and tribunal services across the state



Manages **78** court and tribunal facilities across metropolitan Melbourne and regional Victoria including 57 owned facilities

CSV's cost of operations to support all Victorian courts and tribunals including salaries for court staff, judicial officers and VCAT members, court security, facilities management, IT and transcriptions services.



Supports **500+** judicial officers and VCAT members

	2021-22 Actual	2022-23 Actual	2023-24 Budget	2023-24 Actual
Income	952	793	820	830
Expenses	956	795	820	837
Net results	(4)	(2)	0	(7)



Employs **2,900+** VPS staff across courts, tribunals and administrative and corporate services

Strategic Plan outcomes delivered in 2023-24

The Courts Group continued to deliver on critical programs, projects and priorities

Strategic Plan 2020-2025

Excellence in Court and Tribunal Administration

Overall pending caseload down 14%

MCV Service Centre provided 550,000+ responses to public enquiries

Reliable, Integrated and Innovative Technology and Digital Capabilities

Courts Case Management System – ‘child protection’ release

Remote hearing capabilities across all courts & tribunals

Diverse, Collaborative, Ethical and Capable People

Actioned all 16 Sexual Harassment Review recommendations

Courts Council affirmation of self-determination commitment

Contemporary, Safe and Integrated Venues

Dandenong Children’s Court

Wyndham and VCAT CBD headquarter capital projects on-track

Building Understanding, Confidence and Trust

Koori Engagement and Consultation Framework

First report submitted to the Commission for Gender Equality in the Public Sector

Court and tribunal key achievements in 2023-24



- Overall pending caseload reduced by 14%
- Criminal clearance results – County Court 105%, Magistrates' Court 113% & Children's Court 108%
- VCAT clearance rate 114% and pending Residential Tenancies matters reduced 54.3%
- MCV criminal on-time case processing increased by 22% on 2022-23 result
- 245,000+ Family Violence hearings and 130,000+ Family Violence Intervention Order hearings
- 80% Family Drug Treatment Court participants achieved reunification with their children
- 17 Drug Court participants graduated
- New Assessment and Referral Courts commenced at Bendigo, Ballarat and Heidelberg
- 116 Children's Weekend Online Remand hearings (+22% on 2022-23)
- 1,525 Koori Court matters finalised across County, Magistrates' and Children's Courts
- 3 new Koori Courts opened at Bendigo, Echuca and Heidelberg
- 3 CMS releases now live with 200,000+ eDocs generated
- 2,400+ Supreme Court livestreams supported by the eCourts team
- 200 self-represented litigants supported in Supreme and County Courts

Court developments improving access to justice



Dandenong Children's Court - opened in June 2023

- 3 courtrooms specifically designed for Children's Court cases
- A specialist Koori Court
- Court purpose-built with critical safety features for vulnerable children and young persons
- Over 2,700 matters finalised:
 - 1,450+ Child Protection
 - 1,100+ Criminal
 - 190+ Intervention Order applications
- 5,200+ Family Violence Intervention Orders heard.



New court and tribunal developments

Specialist Family Violence Courts – Dandenong opened in February 2024

- Security upgrades completed in December 2023
- 5,221 Family Violence Intervention Order hearings since commencing

New Wyndham Law Courts

- Construction is on-track to be completed in early 2025 and on budget

VCAT CBD Accommodation

- 300 LaTrobe Street site secured in 2023-24
- 24 hearing rooms, 17 mediation rooms and 20 Audio Visual suites
- Modern, technology-enabled facilities will optimise tribunal operations



CSV Self-Determination Plan

Koori Engagement and Consultation Framework

- In 2023-24, the Framework guided the Courts Group in its:
 - engagement with Traditional Owners and Koori Community in establishing the Bendigo Law Courts
 - expansion and improvement of Koori programs including proposals for the Wyndham Law Courts

Boosting Koori Employment

- 5% Koori employment rate including 105 Elders and Respected Persons who sit on Koori Courts (surpassing CSV's minimum target of 3% by 2025)
- 20% of Koori staff are in senior leadership roles

Cultural Immersion Program

- 240 staff completed cultural awareness training
- 45 participants attended 'On Country' immersion programs
- 33 managers of Koori staff completed Cultural Safety Training



Workplace safety and culture

Review of Sexual Harassment in Victorian Courts

An independent audit found CSV has implemented all 16 recommendations, including two currently in progress.

- Education improvements include:
 - training on new positive duty under amended *Sex Discrimination Act 1984 (Cth)*
 - intersectional gender inequality and compounded disadvantage
 - identifying risks, responding to incidents and supporting others as active bystanders.

Prioritising health, wellbeing and safety

Initiatives include:

- Expanding Contact Officer Network remit to support employees experiencing family violence
- Critical Safety Risks Project underway
- Dedicated physical and psychological safety teams identifying and mitigating risks
- Evidence-based resources to inform standard method for identifying, assessing and managing psychosocial risks, including vicarious trauma.

Managing budget pressures

CSV's savings initiatives aim to manage cost pressures while minimising impacts on frontline services

Costs pressures in 2023-24 include:

- court security, facilities management, transcription and IT services
- vital repairs and maintenance spend to support ageing assets
- cyber-security incident in December 2023 leading to unforeseen expenses.

CSV's savings initiatives include:

- a 33% reduction in consultant and contractor expenses
- actively managing vacancies and recruitment
- Courts Group corporate consolidation program commenced to increase collaboration, streamline processes and reduce unnecessary duplication.



Thank you

